



501 HIGH STREET, 2ND FLOOR  
FRANKFORT, KENTUCKY 40601

## **DEI MEMO 19-13**

**TO:** KEHP ICs and HRGs

**FROM:** Department of Employee Insurance

**RE:** Update on StayWell, the new well-being provider for 2020

**DATE:** November 14, 2019

As announced in [DEI Memo 19-11](#) and communicated during Open Enrollment, KEHP's LivingWell program is transitioning from Go365 to StayWell to provide well-being services in 2020.

We are continuing to work with StayWell to ensure a smooth transition from Go365. We are in the implementation phase and communications from StayWell will begin soon. Here is what we know:

- Go365 participants should be strongly encouraged to redeem all Go365 bucks by November 30.
  - No points/bucks will carry over to StayWell.
  - Members will not have access to any of their Go365 account information after December 31, 2019.
- The week of December 9, StayWell will start a robust communication's campaign with a postcard mailing to all members.
- StayWell and DEI have been collaborating to ensure that health departments continue to have an active role in providing biometric screenings and assisting in worksite events.
- The Go365 representatives will transfer to StayWell so your wellness contact will already be familiar with the LivingWell program and your agency.
- Both health plan members and waivers can participate in StayWell activities and earn engagement incentives.
  - StayWell focuses on employees and retirees; spouses and children do not participate.
- The LivingWell program will continue to offer incentives to encourage members on their well-being journey:
  - LivingWell Promise incentive – health plan members earn \$480 a year (\$40 per month) in premium discounts in 2021 when they complete their health assessment **or** biometric screening during the LivingWell Promise period in 2020.
  - LivingWell engagement incentives – StayWell participants (planholders and waivers) earn additional incentives for engaging in a health and wellness activity through StayWell. They can earn gift cards for activities like getting an annual flu shot, completing education sessions, participating in health coaching, or completing step goals.
  - Go365's point system...1 point = 1¢; StayWell's point system 1 point = \$1.00.

We will keep you updated as more information becomes available.